# birch

B Online Learning eLearning content is complimentary to Birch Learning Platform clients.

The courses are built in Articulate Rise or Articulate Storyline 360 using a contemporary design as the foundation, so we can easily and quickly, customise and contextualise to suit any organisation.

- Professional narration, Australian, male and female
- Case studies and scenarios
- Interactive activities and videos
- All device and browser compatible
- Knowledge checks

- Available in your Birch environment
- Pick and choose the courses you want your team to access
- Add courses to Goals
- Published as xAPI for tracking and reporting

We encourage our clients to grow the Birch Catalogue and suggest the courses they need in their organisation. Please let us know if there is a course not in the catalogue that you need.
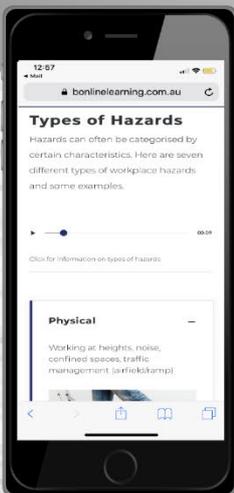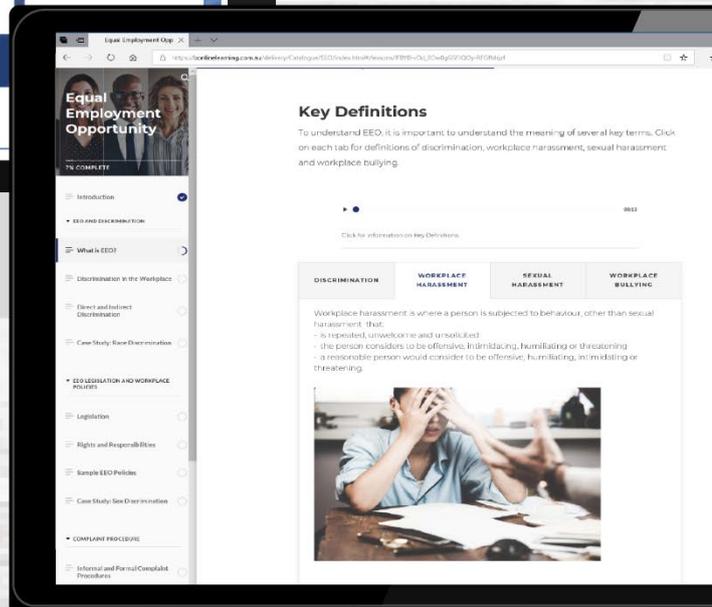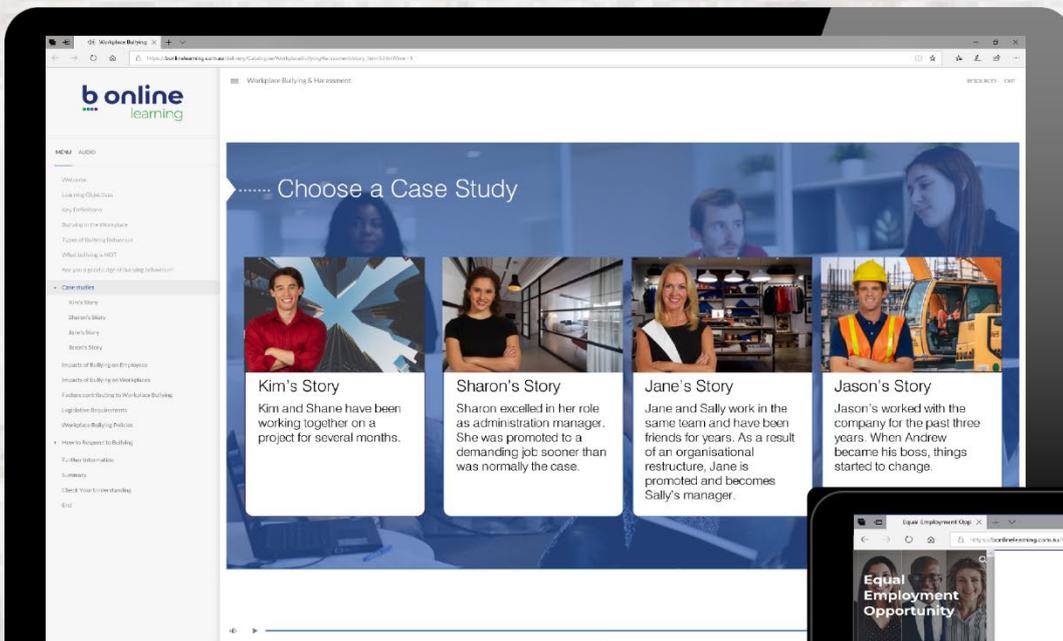
A perfect experience
for everyone.

Compliance Collection

Corporate Induction

This course is to welcome new employees to the company and prepare them for their new role. It can also act as a refresher to existing employees. Covers general company information as well as compliance with applicable local laws and government regulations..

Workplace Bullying & Harassment

Workplace bullying is repeated, unreasonable behaviour directed towards a worker or group of workers that creates a risk to their health and safety. Both employers and employees have a responsibility to help prevent this from taking place. This course covers examples of bullying behaviour, the causes and effects of workplace bullying, ways to deal with workplace bullying, and legislative measures relating to workplace bullying.

Learning Objectives:

1. Identify the types of behaviour that constitute bullying and harassment
2. List the impacts bullying and harassment can have on the individual, fellow workers and the organisation
3. Identify the laws and organisation requirements that relate to bullying and harassment
4. Seek help within your organisation and externally for dealing with bullying
5. Access your organisation's bullying policy and grievance procedure

Workplace Health and Safety for Workers

Australia's Work Health and Safety Act (2011) has replaced state-by-state Occupational Health and Safety Legislation across Australia. All employees need to understand their rights and responsibilities under the act. This course looks at WHS legislation, how to participate in WHS, as well as how everyone can help to control hazards and risks in the workplace.

Learning Objectives:

1. Understand WHS
2. Participate in WHS
3. Control hazards and risks

Equal Employment Opportunity

Equal Employment Opportunity (EEO) is about making sure all employees and all people applying for jobs are valued and respected. This course looks at EEO principles and legislation, various types of discriminatory behaviour, the rights and responsibilities of employers and employees in relation to EEO, as well as how to respond appropriately when handling discrimination in the workplace.

Learning Objectives:

1. Define Equal Employment Opportunity
2. Identify types of behaviour that could be considered discriminatory
3. Seek help within your organisation and externally for dealing with discrimination
4. Identify the appropriate action a manager should take if presented with a complaint of harassment or discrimination

Diversity in the Workplace

Australian workplaces are composed of people from all different cultural backgrounds. This course is about the skills and knowledge required to be culturally aware when serving clients/customers and working with colleagues from diverse backgrounds. The course covers how to communicate with clients/customers and colleagues from diverse backgrounds, as well as how to address cross-cultural misunderstandings in the workplace.

Learning Objectives:

1. Communicate with colleagues and customers from diverse backgrounds.
2. Address cross-cultural misunderstandings

IT Security Awareness

The behaviour of employees and contractors with access to data affects information systems and assets. The human factor (what employees do or don't do) is the biggest threat to information systems and assets.

Learning Objectives:

1. Safe web browsing
2. Email security
3. Mobile devices
4. Physical security
5. Social engineering

Privacy Awareness

This course provides participants with an overall awareness of their legal obligations.

Learning Objectives:

1. What privacy means and why it matters to your organisation
2. The meaning of 'personal information'
3. The scope of the privacy laws in Australia
4. What the privacy principles are and how they apply in practice.

Fraud Awareness

This course looks at fraud in the workplace.

Learning Objectives:

1. Define fraud and various types of fraud
2. Identify types of behaviour that could be considered fraudulent or corrupt
3. Identify the appropriate action to take to report fraudulent activity
4. Understand how you can contribute to an ethical culture where fraud and corruption is strongly rejected.

Management Collection

Operational Plans

This course is about business planning and the active work of managers to plan, implement, monitor and record performance to achieve the business plans of the team/organisation. This pivotal role is carried out to create safe, efficient and effective services and products to customer satisfaction within your organisation.

Learning Objectives:

1. Implement operational plan
2. Implement resource acquisition
3. Monitor operational performance

Workplace Relationships

This course explores the way managers play an important role in developing and maintaining positive relationships in the workplace with their team, their peers and their own managers, as well as customers and suppliers. This course helps participants plan and deliver effective communication, which both informs and persuades and is truly two-way communication involving effective listening, interpretation of body language and people skills. This course is excellent for developing the people skills which are a cornerstone for effective people management.

Learning Objectives:

1. Collect, analyse and communicate information ideas
2. Develop trust and confidence
3. Develop and maintain networks and relationships
4. Manage difficulties into positive outcomes

Show Leadership

This course explores the essential qualities of successful workplace leaders, and the skills and knowledge they can develop to influence teams positively. The focus with effective goal setting and decision-making on the course provides strategies to empower your people. Performance drivers and the balanced scorecard are explored. Practical models for effective decision-making provide valuable leadership tools. This is an extremely valuable and stimulating course for anyone in a leadership role, whether experienced or moving into the role.

Learning Objectives:

1. Understand management performance and behaviour
2. Enhance organisation's image
3. Make informed decisions

Team Effectiveness

This course is about team effectiveness and the vital role of a manager to bring out the best in their team. It looks at strategies for developing team cohesion and high performance.

Learning Objectives:

1. Establish team performance plan
2. Develop and facilitate team cohesion
3. Facilitate teamwork
4. Liaise with stakeholders

Customer Service Management

This course is about customer service and the role of managers to ensure that products and services are delivered and maintained to standards agreed by the organisation and the 0customer.

Learning Objectives:

1. Advise on customer service needs
2. Support implementation of customer service strategies
3. Evaluate and report on customer service strategies

Manage Workplace Health & Safety

Australia's Work Health and Safety Act (2011) has replaced state-by-state Occupational Health and Safety Legislation across Australia. Employers, managers, team leaders and supervisors need to understand their rights and responsibilities under the act. This course covers the knowledge and skills required to implement and monitor an organisation's health and safety policies, procedures and programs.

Learning Objectives:

1. Inform your team about WHS
2. Involve your team in WHS
3. Coordinate WHS training
4. Control hazards and risks

Continuous Improvement

This course is about continuous improvement and the active role of managers to manage continuous improvement processes to achieve the organisation's objectives. Your position closely associated with the creation and delivery of products and services, means that you play an important part in influencing the on-going development of the organisation.

Learning Objectives:

1. Implement continuous improvement systems and processes
2. Monitor and review performance
3. Implement opportunities for further improvement

Workplace Learning

This course explores the way in which managers can effectively encourage and support workplace learning and development. With the rapid pace of change and innovation today, people must constantly update their skills and knowledge to perform effectively.

Learning Objectives:

1. Determine development needs
2. Develop individuals and teams
3. Monitor and evaluate workplace learning

Project Management

The skills to manage projects are crucial for anyone who is leading or playing a key role in a project in an organisation. It is essential to be able to plan, implement and monitor a project through its various stages. This course enables participants to understand the fundamentals of project management and to identify the key actions they must take at each stage of a project to manage it in the most effective way.

Learning Objectives:

1. Define project
2. Develop project plan
3. Administer and monitor project
4. Finalise and review project

Manage Personal Work Priorities and Professional Development

Managers need to be organised, focussed and skilled to effectively manage the work of others. In today's competitive employment workplace, they also need to be able to manage their own professional development. This course looks at how to establish clear work goals, work priorities and develop professional competence.

Learning Objectives:

1. Establish personal work goals
2. Set and meet own work priorities
3. Develop and maintain professional competence

Provide Coaching and Motivation

This course covers the skills and knowledge required to provide on-the-job coaching or mentoring to clients or colleagues. It covers all aspects of successful workplace coaching including the role of a coach, adult learning principles, identifying coaching needs and more.

Learning Objectives:

1. Prepare for on the job coaching/mentoring
2. Coach on the job
3. Follow up coaching

Develop and Implement Diversity Policy

Organisations face numerous challenges which are characterised and influenced by diversity. Not only must they meet their compliance obligations under a range of anti-discrimination laws, they must also compete for talent, overcome skills shortages, and retain talent by meeting increased employee expectations.

Learning Objectives

1. Research diversity
2. Draft policy
3. Plan for implementation
4. Implement diversity policy.

Business Collection

Work Priorities

This course is about personal management and professional development. It is about managing your own performance, work priorities and time, and also taking responsibility for your own professional development within the context of the organisation.

Learning Objectives:

1. Plan and complete own work schedule
2. Monitor own work performance
3. Coordinate professional development

Delivering Successful Presentations

This course applies to individuals who may be expected to make presentations for a range of purposes, concepts and ideas, such as marketing, training, promotions, etc. The course equips learners with the skills and knowledge needed to deliver clear and memorable presentations.

Learning Objectives:

1. Prepare a presentation
2. Deliver a presentation
3. Review the presentation

Being Coached or Mentored

A mentoring/coaching relationship is a way for you to fulfil your personal and professional potential. Successful mentoring relationships work by establishing clear goals and the mentor or coach helping you achieve those goals. This course will help you build and maintain a mentoring relationship with maximum results.

Learning Objectives:

1. Arrange for coaching/ mentoring
2. Work with a coach or mentor
3. Maximise coaching/mentoring results

Give and Receive Feedback

The giving and receiving of feedback is a valuable tool for employees and can assist to improve performance, minimise disputes and transform the morale of an organisation. This course looks at how to give and receive feedback effectively. It explores the principles of feedback, constructive ways to give feedback and how to receive feedback with skill.

Learning Objectives:

1. Give constructive feedback
2. Receive feedback with skill

Effective Communication

One of the keys to professional success is the ability to communicate clearly and effectively with a wide range of people. This course covers the knowledge and skills that you need to improve your oral and written communication in the workplace. It covers a wide variety of contexts from presentations to informal meetings.

Learning Objectives

1. Use clear oral and written communication
2. Contribute to the development of effective communication within the organisation
3. Represent the organisation to an audience
4. Facilitate formal and informal discussions and meetings
5. Produce quality written material

Conflict Management

In this course you will learn how to contribute to conflict management in the workplace. It covers the interpersonal skills and analytical skills that will help you manage and resolve conflict in the workplace.

1. Identify common causes of conflict
2. Recognise and manage your own emotions
3. Overcome barriers to communication
4. Gather and examine the facts in a conflict situation
5. Determine strategies to solve problems in consultation with the other party

Health and Wellness

Developing a thoughtful workplace health program has the potential to transform our organisation. We hope it increases employee wellness, work satisfaction, and productivity. In this course, we'll introduce some wellness concepts to kick off our wellness journey.

Promote innovation in a team environment

In this course you will learn how to to be an effective and proactive member of an innovative team.

Learning Objectives

1. Create opportunities to maximise innovation within the team.
2. Organise and agree on effective ways of working.
3. Support and guide colleagues.
4. Ways to reflect on how the team is working.

Safety Collection

Workplace Health and Safety for Workers

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Learning Objectives:

1. Understand WHS
2. Participate in WHS
3. Control hazards and risks

Manual Handling and Workstation Ergonomics

This course will help you to understand the causes of manual handling injuries and how to prevent them. It will also provide you with assistance as to how to setup your workstation to prevent possible desk based injuries.

Learning Objectives

1. What is manual handling?
2. Manual handling principles and techniques
3. Workstation ergonomics

Hazardous Materials

This course has been designed to help people understand their responsibilities and obligations around hazardous substances and hazardous tasks encountered in the workplace.

Learning Objectives

1. What are chemical and hazardous substances at work
2. The effects of exposure to chemicals
3. Carry out risk assessments
4. Labelling hazardous substances
5. What is a hazardous manual task
6. Roles and responsibilities
7. Understanding the risks
8. Preventing and injury

Fatigue Management

This course has been designed to help you identify and manage the risks associated with fatigue in the workplace.

Learning Objectives

1.   What fatigue is
2.   How fatigue affects performance,
3.   Some factors that contribute to fatigue, and
4.   What you can do about reducing the chances of a fatigue related incident.

Fire Safety

This course has been designed to help you identify and manage the risks associated with fire safety in the workplace.

Learning Objectives

1.   What is a Fire Safety Plan
2.   Identifying and minimising the risk of a fire in the workplace
3.   What to do in the event of a fire

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smart workforce**

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